



# Public Works

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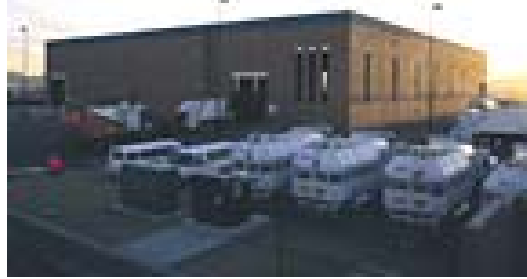
David E. Scott, P.E.  
Commissioner  
of Public Works

As the year comes to a close, we are pleased to have experienced great successes and overcome difficult challenges, thanks to the leadership of our Mayor, collaboration with Council, and the dedication of our DPW family. In December we achieved a major milestone in solid waste disposal with the contracting of two transfer stations. Our bulk rubbish collection wait time has been shortened and the department has initiated a program to combat illegal dumping. We've also improved our customer service unit, and implemented a new proactive public relations program. We launched a program to encourage property owners to maintain and repair their sidewalks, and we continue to seek out opportunities for public involvement and community partnering. We held our second annual health fair, and we are committed to promoting a healthy workforce. Also this year, we continued to refine DPW-Stat the management tracking system that's so successful it has become a city-wide model. We have many reasons to be filled with optimism. On behalf of DPW, I wish everyone a joyous holiday season and a safe and productive New Year.

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## Transfer Stations Contracted for Solid Waste Disposal

*Public meetings underway for long term plan*



Department of Public Works began taking all solid waste to two transfer stations, one in Cobb County (pictured) and the other in Fulton on November 30 upon the closing of the Live Oak Landfill. These transfer stations are not landfills. They are pre-established businesses that have been serving other customers for years. "We are pleased that the City acted with foresight to secure the services of these facilities," said Public Works Commissioner David Scott. "This move will allow us to continue seamless solid waste services while we develop our long-term solid waste

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## DPW Enhancing Customer Service Unit & Procedures

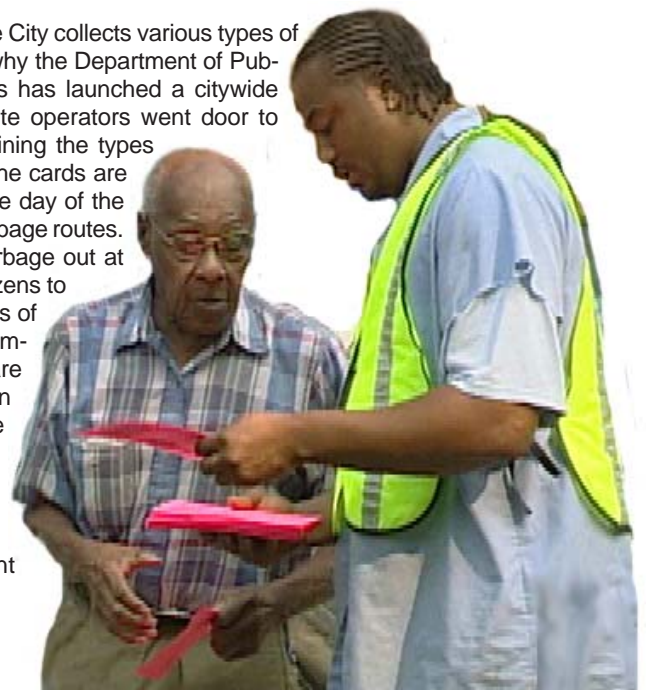
Customer Service continues to be a major priority both for the Mayor and the Department of Public Works. DPW reorganized the Customer Service Unit this year, with staffing increases and a new management structure. "Customer service is our window to the public we serve," said Commissioner David Scott. "This unit is vital to meeting our department's mission and helps fulfill the Mayor's goal of being a more responsive and effective government, and a cleaner city with a strong infrastructure." The department has a new customer service manager, **Cedrick Shipman**, (formerly of Traffic and Transportation) and four additional customer service operators. Shipman has implemented new changes such as more oversight and monitoring of calls to ensure courtesy and efficiency. He also examined call patterns and staffing levels at peak call times. These changes have already yielded significant improvements. The caller wait-time has been reduced to two minutes, and the satisfaction rate based on our surveys has increased from 11 percent to 65

*Customer Service - Continued on Page 3*

## Solid Waste Schedule Cards Provide Education and Service

Many residents may not know what days the City collects various types of solid waste in their neighborhoods. That's why the Department of Public Works' Bureau of Solid Waste Services has launched a citywide information campaign. This Fall solid waste operators went door to door handing out information cards explaining the types and schedules of solid waste collections. The cards are being distributed on Fridays, since that's the day of the week that the workers don't have regular garbage routes. With this information citizens can place garbage out at the proper times. "It's very important for citizens to know what days to put out the different kinds of solid waste items," said Public Works Commissioner, David E. Scott. "These cards are personalized for each route and people can keep them as a handy reminder." Some items are not immediately picked up because they are placed out at the wrong times. Residents are reminded not to place them out unless it is the scheduled time for collection and not to mix different kinds of solid waste.

*Solid Waste Operator, Anthony Matthews (right) gives a schedule card to a resident on his route. The cards are being distributed to every household on DPW's service routes.*



[www.atlantaga.gov/Government/PublicWorks.aspx](http://www.atlantaga.gov/Government/PublicWorks.aspx)

## Did you know?

■ The function of Motor Transport Services (MTS) is managing, conserving, and maintaining more than 5,000 motorized vehicles and related parts, and supplies owned by the City of Atlanta.

■ MTS is a component of the Department of Public Works.

■ DPW's Traffic and Transportation maintains more than 900 traffic signals.

■ There are more than 80,000 households on DPW's residential garbage routes.

■ Public Works employees are among the only city employees who have direct contact with residential households every day

■ Public Works staff members are available to address your neighborhood or civic meeting. To request a speaker, call 404-330-6240.

## Corry Evans of Transportation awarded by City Council

Atlanta City Council recently honored Public Works Employee, **Corry Evans**, who is assigned to the Office of Transportation, Sign and Marking Section. Mr. Evans was recognized for outstanding and dedicated service to the City of Atlanta. The award took place in the council chambers. Reading the award, Councilman C.T. Martin, Council District 10, stated that Mr. Evans is "a true team player, motivator, leader, and is always true to his commitment." Councilman Martin first encountered Mr. Evans one Saturday when Mr. Evans and a coworker were repairing signs on Peyton Road. The councilman was also cleaning up in the area and noticed that Mr. Evans had taken the initiative to repair a school crossing sign that was not on his work order. The sign was bent over, and not only was it dangerous to pedestrians, but it was not visible to alert drivers of the school zone. "A lot of kids walk that route, so we got out there and started putting the sign back up. A lot of cars speed in this area and we want to make sure they are aware of the children," Mr. Evans said. "It's my job to keep the city safe." Commissioner Scott applauded the award. "We are very proud of Mr. Evans," Mr. Scott said. "He exemplifies the kind of commitment that we strive for department-wide. The day-to-day dedication of all our frontline employees is the backbone of all we do." ■



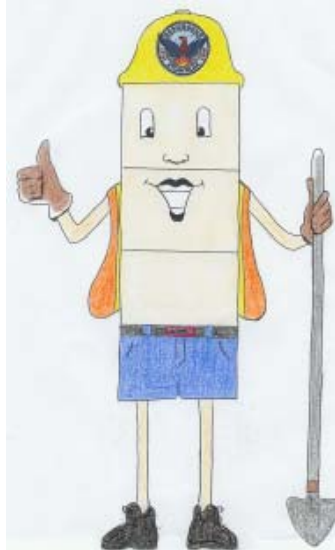
## DPW Weathers the Storm by Marilyn R. Britt

Department of Public Works performed vital functions during Hurricane Ivan in September. Working around the clock, DPW teams responded to numerous emergency situations including more than 400 downed trees, 300 signal outages, and many other serious incidents related to flooding. Teams worked in cooperation with various internal and external agencies, and executed vital functions at the emergency operations center. "I am very pleased with the efforts of all our employees who responded during this crisis," said DPW Commissioner David Scott. "Their continuous efforts provided welcomed relief and reassurance to commuters, residents, and visitors to the City of Atlanta." DPW crews braved dangerous conditions, providing individual assistance in many cases. "My crew did a tremendous job. We worked throughout the entire night with only flashlights and lights from our service trucks," said **Eddie Johnson**, Street Maintenance Supervisor. While working, his crew saw a tree fall on an elderly couple's home and onto a street blocking access to and from their property. They stopped to remove the tree so the elderly woman could get to her dialysis appointment. *See hurricane Ivan - Continued on Page 4*



*Clarence Rogers, Louise Simmons, Alma Johnson and J.D. Ingram of Maddox Park display the commendation Commissioner Scott awarded to each installation for work during Hurricane Ivan.*

## Keon Green designs friendly mascot for sidewalk campaign



DPW tapped internal talent to put a face on its Sidewalk Improvement Plan. **Keon Green** of Commissioner Scott's office, an art student, conceived and drew the mascot dubbed "Sidewalk Sam" who will be featured in educational media products. Green has a vision for his design. "I was thinking about the DPW workers, the equipment they use and their uniforms," he said. "I wanted to show a friendly sidewalk since the Commissioner talks about this being a citizen-friendly campaign." Green used paint and watercolors for the original work. When not designing and fielding calls in the front office, Green does part-time modeling for magazines and videos. He has appeared in videos of Nelly and local group MABS, and has appeared on BET and MTV. Green, who has been with DPW for almost two years, previously worked in procurement for three years. His long-term goal is to work in commercial art or animation. ■

*Photo: Keon Green and the character he designed*



## Public Works Joins Mayor, COO and Watershed Management to welcome officials at APWA national convention

Mayor Shirley Franklin and the City's Commissioners of Public Works and Watershed Management hosted a reception in City Hall in September to welcome attendees of the American Public Works Association 2004 International Congress. Invited guests came from all over the United States and Canada. More than 200 leaders attended the reception in the City Hall Atrium. Participants networked, shared professional concepts, and toured the City's Traffic Control Center. They were entertained in a public works themed setting with functioning traffic lights, signs and other visual displays. "I want to thank you for your hard work and your advocacy," Mayor Franklin told the attendees. "We are very conscious of the role public works officials and public works advocacy play in our daily lives in the city of Atlanta." The American Public Works Association is an international professional association of public agencies, private sector companies, and individuals dedicated to providing high quality public works goods and services. ■



Mayor Shirley Franklin (center) is joined by Public Works Commissioner David E. Scott (l) and Chief Operating Officer Lynnette Young (r) to welcome public works officials and employees from throughout the United States at a reception in the Atlanta City Hall Atrium.



Public Works Commissioner David E. Scott and Deputy Commissioner for Solid Waste, Donna Owens were recently the featured guests on WAOK Radio talk show *Power Talk* with Lorraine Jacques White. Scott and Owens felt the forum was an ideal way to respond to listener inquiries on solid waste services. Fielding questions from callers, they provided upbeat and timely information about various concerns. "We always welcome the opportunity to talk to citizens and hear their concerns," Commissioner Scott said. "This kind of feedback helps us serve all of our residents better." *Photo: (l-r) Lorraine Jacques White, David Scott, Donna Owens fielding calls about Solid Waste Services during a radio call-in show in October*

### Customer Service - Continued from Page 1



Cedrick Shipman,  
Customer Service Manager

percent. Shipman is working with the Mayor's office in a process to call randomly-selected residents, who have recently called the service operators. During those follow up calls, he asks them about how the call was handled. That information is used to identify opportunities for training and make further improvements. "Customer service impacts our public perception. In a few minutes our operators can create a good impression that lasts in the mind of the caller on the line. We want to make sure that we are always courteous and responsive," said Shipman. He has been with the city for nine years. His previous position was Customer Service Research Tech for Traffic and Transportation. He has also worked for First Data Resources, a private firm. The Michigan native attended Clark Atlanta University where he majored in Communications. In his free time he likes traveling, working out and spending time with friends. ■

## Promoting a Healthy Workplace

By Marilyn R. Britt

In continuing support of Mayor Shirley Franklin's "Health and Wellness Initiative", the Department of Public Works recently hosted its Second Annual Health Fair, spearheaded by Safety Administrator **Nancy Barrington**. Public Works Commissioner, David Scott and Chief Operating Officer, Lynnette Young, were on hand to welcome participants and offer encouragement to employees taking responsibility for their health. A number of Public Works employees took advantage of a variety of

*See Health Fair - Continued on Page 4*

## "Walk for Sidewalks" promotes sidewalk repair

In September DPW in co-operation with the citizens of Atlanta launched a campaign to create a city-wide network of safe well-maintained sidewalks. DPW's sidewalk campaign encourages citizens to repair and maintain the sidewalks that abut their property. "Sidewalks give us the opportunity to interact with our surroundings and give us all a better sense of community. Sidewalks make our streets safer, provide a place for children to play and offer a means of alternative transportation," said Public Works Commissioner David Scott. "Property owners have a vital role in the sidewalk program. This level of community ownership empowers residents to make changes that benefit themselves and their neighborhoods." To reinforce the program DPW held an event called "A Walk for Sidewalks" September 10. Dozens of residents joined the one-mile walk through midtown which culminated with a news conference in Piedmont Park. DPW is working with community groups and property owners to foster a better understanding about when and if sidewalk repairs are needed. DPW is offering home owners helpful literature that provides details and guidance on getting the repairs done.



Midtown residents joined DPW staffers at "A Walk for Sidewalks" Sept. 10th



## Shirley Franklin Mayor

### Atlanta City Council President

Lisa M. Borders

### City Council Members

Carla Smith

Debi Starnes

Ivory Lee Young, Jr

Cleta Winslow

Natalyn Mosby Archibong

Anne Fauver

Howard Shook

Clair Muller

Felicia Moore

Clarence T. Martin

Jim Maddox

Joyce Shepherd

Cesar Mitchell, Post 1

Mary Norwood, Post 2

H. Lamar Willis, Post 3

### *Solid Waste Disposal - Continued from Page 1*

disposal plan." At the stations garbage will be transferred from City trucks to other large vehicles for transport to existing landfills outside of metro Atlanta. DPW is currently holding a series of public meetings on its Solid Waste Comprehensive Plan Update. The purpose of these meetings is to solicit community participation and residents' input on the City's plans for solid waste management for the next 10 years. Discussion topics include: amount and source of waste, waste reduction, recycling, collection procedures, future disposal options such as "waste to energy", implementation and financing. The Georgia Solid Waste Management Act requires that Atlanta complete its Comprehensive Solid Waste Management Plan Update by October 2005. The first meeting, which was in November in south-west Atlanta, drew more than 50 people who reacted positively. **For the complete schedule of meetings, please visit the City website at [www.atlantaga.gov](http://www.atlantaga.gov) or call 404-330-6236.** *Photo: James Swope, Public Works Manager explains the current solid waste process to a citizen at a public meeting.*



### DPW Stat presentation gets high rating at APWA Convention By Earl Sims

Department of Public Works participated in the APWA Conference with a September 14th educational session about DPWStat, the performance management program implemented by Commissioner David Scott. The presentation was delivered by **Randy Bundy**, DPW I.T. Manager and DPW-Stat program manager. It was extremely well received by the more than 50 attendees at the session, with 90 percent giving it a "recommended" in their evaluation. "ATLStat", now under development, is the City-wide extension of the DPWStat program. With the Mayor's Dashboard providing the strategic view, ATLStat provides for a more granular look at the City's operations on a more frequent basis. ■

### *Hurricane Ivan - Continued from Page 2*

"It was a new experience for me. My main thought was being concerned for the safety of my crew," said **Andreata Dukes**, Laborer Senior with Street Operations. Dukes was among the first, including North Avenue Installation Chief, **David Munoz**, who watched as transformers began to blow, winds intensified and trees began to fall across the city. Ms. Dukes and other dedicated DPW employees worked tirelessly placing barricades around live wires, clearing driveways and cutting up and removing downed trees. "I would do it again because I like to help the citizens of Atlanta," Dukes said. "As a part of dealing with the public, that's what we do." Many of the Public Works staff served in the Fulton County's Emergency Management Center and the Atlanta Fire Communications Center's 24/7 operations. Public Works Manager, **Gayla Dodson** said that many of the Solid Waste staff assisted Street Operations and Watershed employees in cleaning catch basins and removing yard debris to prevent flooding. The process of removing debris continued several weeks after the storm, she noted. As devastating as the effects of the storm were, this was nothing new to many Public Works staffers who have worked through ice and rainstorms, infrastructure sinkholes, and other emergency situations. **Rodney Thomas**, Heavy Equipment Operator, Senior assisted in clearing debris and insuring that chain saws were operated properly. He summarized the sentiment of many DPW workers, "I am always ready. I am prior military, so I have to stay ready", said Thomas, who applauded the teamwork. "We are each others eyes and ears." In recognition of employees' storm efforts, the Commissioner awarded each DPW installation with a plaque. "Each of you did an exemplary job", Commissioner David E. Scott told employees. "You went above and beyond the call of duty and put the needs of the City first. This shows that we as a department stand ready to face any challenge with the same dedication, tenacity and teamwork." ■

### *Health Fair - Continued from Page 3*

health screenings provided by more than 25 vendors. The screenings focused on issues such as obesity, smoking, alcohol, drug abuse, high blood pressure, diabetes, cancer, heart attacks, stress, depression, and safe sex practices, which plague our workforce and the general population. A doctor was available to counsel the employee, offering insightful and encouraging information about medical treatment and lifestyle changes. "The Health Fair was very conve-



*Photo: Nancy Barrington, Commissioner Scott, Lynnette Young, Johnnie Moore III, Gina Pagnotta and Pamela Wilson share a moment at the Health Fair*

nient, informative, and it gave me an opportunity to check for physical deficiencies I would have probably never checked on my own," said **Gina Pagnotta**, Administrative Assistant at the North Avenue Installation. Other presenters included representatives from the University of Georgia Traffic Prevention Office, the National Aids Education Service for Minorities, and the City of Atlanta offered the opportunity to open free checking accounts requiring no credit checks. ■

### DPW Important Numbers

- Report Illegal Dumping  
404-521-DUMP
- Garbage Collections/Schedules  
404-330-6333
- Traffic Light & Street Issues  
404-330-6501

The Public Works Update Newsletter is produced by DPW's Public Information Officer Pamela Wilson with editorial assistance from Marilyn Britt. If you have ideas for the newsletter or if you wish to submit an article, please e-mail the item to [pwilson@atlantaga.gov](mailto:pwilson@atlantaga.gov) or call (404) 330-6240. Digital photos welcome!